

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.0	Communications Systems and System Support												
15.1		Telephone/Fax Services				B	M						
15.1.1			Telephone										
15.1.1.1				Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			
15.1.1.2				Provide Dual Tone Multi-Frequency (DTMF) type telephones.	MXCB	X		24x7 (less scheduled down time)	Add, move or removal within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)		One (1) per installation user	One (1) Add, move and removal per 10 individuals in same office or organization per year
15.1.1.3				Provide digital telephone service. One time charge for equipment purchase when appropriate.			X						
15.1.1.4				Install and maintain facsimile lines for FAX machines. Provide to the end user the capability to send and receive document images within and outside the Army community. Features include fax broadcast, store and forward, transmission receipt, and non-secure fax to be performed by any device.	MXCB	X		24x7 (less scheduled down time)	Add, move or removal within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)			One (1) Add, move and removal per 10 individuals in same office or organization per year
15.1.2			Calling Features										
15.1.2.1				Provide Central Office (CO) switch features e.g. call forwarding, call transfer (3-way conference), conferencing (up to 6 parties), ring again, last number redial, call pickup, speed dialing, caller ID, automatic ring down service, and others.			X						
15.1.2.2				Provide integrated voice conference bridge (more than 6 parties).			X						
15.1.3			Wireline Access Features										
15.1.3.1				Provide (official) use of service to central offices, toll trunks (e.g., local, Federal Telecommunications System [FTS], international), DSN (Defense Switched Network), and Government telephone systems/services. (Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)			X						
15.1.3.2				Provide (unofficial) use of service for military housing occupants and other unofficial subscribers when services from a commercial telephone company are not available. (Usually only in overseas areas.)			X						
15.1.3.3				Provide (on-post) access to service for the transmission of official government business throughout the installation. This service is restricted from access to local commercial (e.g. FTS), DSN, and commercial long distance.	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability for switch (as defined in IT Metrics)	Provide average 95% success rate on local (off-post)		
15.1.4			Telephone Firewall										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.1.4.1				Operate and maintain an installation telephone switch firewall. [A firewall helps secure your enterprise against many vulnerabilities, including: hacker access to modems. Removal of proprietary or classified information from the enterprise via unauthorized modems. Toll fraud (improper use of fax or other lines for personal voice calls or other unauthorized purposes). Access to 1-900 and other cost-per-call numbers. Access to unauthorized Internet Service Providers (ISPs). (If capability currently exists, the service is provided as Baseline. Customer pays for establishing, upgrading or expanding service)			X						
15.1.5			Telephone Switch Operation Services										
15.1.5.1				Operate, maintain, and upgrade telephone switches, remote switches, nodes, and PBXs.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.6			Operator Service										
15.1.6.1				Provide attended operator services or automated attendant services.	MXCB	X		Attended support 0700-1700 on non-holiday workdays; automated support services 24X7	Within three rings for both attended and automated attendant	Meet 98% reliability for automated attendant service (As defined in IT Metrics)			
15.1.7			Service Support										
15.1.7.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
15.1.7.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	MXCB	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
15.1.7.3				Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
15.1.7.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
15.1.7.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less that 24 hours prior to scheduled outage				
15.1.7.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
15.1.7.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
15.1.7.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.7.9				Generate monthly invoicing by Personal Identification Number (PIN) by Telephone Control Officer (TCO).			X						
15.1.7.10				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.1.8			Voice Mail Box										
15.1.8.1				Provide voice mail box service.		X		24x7 (less scheduled down time)	Within 5 working days of request	Meet 98% reliability (as defined in IT Metrics)		One (1) per installation user	One (1) Add, move and removal per 10 individuals in same office or organization per year

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILTY	PERFORMANCE	CAPACITY	WORKLOAD
15.1.8.2				Phone sets will advertise waiting messages visually and/or audibly. (Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)			X						
15.1.9			Integrated Voice Messaging System (IVMS) / Call Management System	(Customer must reimburse the investments required to initiate new services. Sustainment, after initiation, including currently existing capabilities, is provided on a non-reimbursable basis.)									
15.1.9.1				Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.			X						
15.1.9.2				Phone sets will advertise waiting messages visually and/or audibly.			X						
15.1.9.3				Provide a IVMS service with interaction with DTMF signaling.			X						
15.1.9.4				Provide user security via password management.			X						
15.1.9.5				Provide a user review of message(s) before release, with options to edit only, send, and delete.			X						
15.1.9.6				Provide user transmission and receipt of messages for optional access and storage for future retrieval.			X						
15.1.9.7				Provide a notification method of non-delivery of messages.			X						
15.1.9.8				Provide call answering with personal greeting.			X						
15.1.9.9				Includes a call transfer and an escape feature.			X						
15.1.9.10				Provide options to edit only, send, delete, user review of message(s) before release of messages.			X						
15.1.9.11				Install phones in automatic call distribution (ACD) call group and set up switch programming/features			X						
15.1.10			Installation Cable Plant										
15.1.10.1				Provide and maintain common-user infrastructure.	MXCB	X		24X7 (less scheduled down time) for the infrastructure		Meet 98% reliability for the infrastructure (as defined in IT Metrics)		10MB to the desktop	
15.1.10.2				Provide and maintain mission specific infrastructure.			X						
15.1.10.3				Provide installation and maintenance services for mission-specific requirements			X						
15.1.10.4				Inspect and maintain underground cable enclosures (manholes, handholes, pull holes, and vaults).	MXCB	X		0700-1700 daily on non-holiday workdays					Inspect quarterly and repair as required
15.1.10.5				Maintain an electronic & hard copy Plant in Place (PIP) drawing library.	MXCB	X		0700-1700 daily on non-holiday workdays			Red line drawings within 3 working days of required changes		
15.2		Emergency Communications Services				B	M						
15.2.1			Defense Switch Network (DSN)										
15.2.1.1				Includes Multi-Level Precedence and Preemption (MLPP) option.	MXCL	X		24X7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			
15.2.2			Defense Red Switch Network (DRSN) Service										
15.2.2.1				Provide secure red switch support. Provide customer access as required.			X						
15.2.3			Integrated Services Digital Network (ISDN)										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.2.3.1				Provide Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing [VTC], secure telephone equipment [STE], etc.)	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)		One (1) per VTC and one (1) per authorized STE user	One (1) Add, move and removal per 10 individuals in same office or organization per year
15.2.3.2				Provide usage and equipment			X						
15.2.4			Government Emergency Telecommunications Service (GETS) Federal Emergency Management Agency (FEMA)										
15.2.4.1				Review usage reports. Issue, maintain, and delete PIN numbers and calling cards.	MXCB	X		0700-1700 daily on non holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				Review usage reports on a monthly basis
15.2.4.2				Customer pays usage charges			X						
15.2.5			Safety/Security/Other Circuits										
15.2.5.1				Design, install, and maintain DA or local regulation directed circuits/systems (e.g., fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems) and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations flight termination equipment/software).	MXCB	X		24x7 (less scheduled down time)	Install within 1 working week of request. Repair, if required, within 1 working day.	Meet 99.9% reliability (as defined in IT Metrics)			
15.2.5.2				Design, install, and maintain mission specific monitoring circuits			X						
15.2.5.3				Provide commercial subscriber lines and transport channels (e.g., Off Premise Extensions, Foreign Exchanges, Telecommuting)			X						
15.2.5.4				Maintain post bugle public address system and specialized local public address systems	MXCB	X		24x7 (less scheduled down time)	Repair within 1 week				
15.2.6			911 / e911 Emergency Service										
15.2.6.1				Provide 911 Emergency Service support	MXCB	X		24x7 (less scheduled down time)	Repair within 2 hours	Meet 99.9% reliability (as defined in IT Metrics)			
15.2.6.2				Input government telephone work orders into the e911 telephone company (telco) data base and assist in reconciliation of Public Safety Answering Point (PSAP) errors and military numbers provided e911 service.	MXCB	X		0700-1700 daily on non holiday workdays	Work Order input within 1 working day				
15.2.6.3				Coordinate 911/e911 interface with local Emergency Action Center (EAC).	MXCB	X		0700-1700 daily on non holiday workdays					
15.2.6.4				Interface the e911 system including the Fire Department Telephone System, Telecommunications Device for the Deaf (TDD) support, telephone answering system, automated number and location information, and computer aided dispatch.	MXCB	X		0700-1700 daily on non holiday workdays					
15.2.7			Service Support										
15.2.7.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non holiday workdays	Open trouble ticket within 30 minutes of notification				
15.2.7.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	MXCB	X		0700-1700 daily on non holiday workdays	Process Service Orders in 30 minutes or less				
15.2.7.3				Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB	X		0700-1700 daily on non holiday workdays	Touch labor support within 2 working days of TT				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.2.7.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non holiday workdays	Issue daily Performance Reports				
15.2.7.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less that 24 hours prior to scheduled outage				
15.2.7.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non holiday workdays	Surveys sent within 3 working days of work completion				
15.2.7.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non holiday workdays	Follow-up with corrective action within 2 working days				
15.2.7.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non holiday workdays					
15.2.7.9				Generate monthly invoicing by Personal Identification Number (PIN) by Telephone Control Officer (TCO).			X						
15.2.7.10				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non holiday workdays					
15.2.7.11				Issue, maintain, and delete PINs for DSN/other Emergency Communications service for installation customers, military exercises, and installation conferences.	MXCB	X		0700-1700 daily on non holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
15.3		Wireless, Radio, and Satellite Services				B	M						
15.3.1			Cellular / Personal Communications System (PCS)										
15.3.1.1				Provide cell phone device and usage.			X						
15.3.2			Pager Service										
15.3.2.1				Provide internal organizational pagers and usage.			X						
15.3.2.2				Provide commercial pagers and usage.			X						
15.3.3			Personal Digital Assistant (PDA) Wireless Service										
15.3.3.1				Provide Personal Digital Assistants (PDAs) and service contracts.			X						
15.3.3.2				Provide PDA device and usage			X						
15.3.4			Non-Tactical Trunked Radios (NTTR) and Trunked Radios										
15.3.4.1				Provide narrow band digital trunk radio service.	MXCB	X		24x7 (less scheduled down time)		Meet 95% reliability (as defined in IT Metrics)	95% access		
15.3.4.2				Maintain NTTR infrastructure and services.	MXCB	X		0700-1700 daily on non holiday workdays					
15.3.4.3				Maintain NTTR radios/devices & peripheral devices/features (non-infrastructure)	MXCB	X		0700-1700 daily on non holiday workdays	Repair radios/devices within 5 working days or eturn to manufacturer. Customer given "loaner" replacement in interim				
15.3.4.4				Provide end-user radio device			X						
15.3.5			Non-Trunked Radios										
15.3.5.1				Service provided is coordination and support for the non-trunked and non-tactical single and multi channel radio system. This includes other single channel, multi-channel frequency dependent equipment not outlined as a radio system			X						
15.3.5.2				Provide Non-trunked radio systems support.			X						
15.3.5.3				Provide Non-Trunked & Tactical Radios			X						
15.3.6			Spectrum Management										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.3.6.1				Provide spectrum coordination support to each unit, organization, or activity authorized the use of frequencies in accordance with (IAW) applicable Army Regulation (AR) 5-12 and local supplemental regulations and procedures.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.3.6.2				Request, coordinate, update, and assign radio frequencies to support mission requirements and external agencies operating in the local spectrum.	MXCB	X		0700-1700 daily on non-holiday workdays	Assign frequencies within 2 working days				
15.3.6.3				Identify installation frequency requirements.	MXCB	X		0700-1700 daily on non-holiday workdays					Perform annually
15.3.6.4				Assist installation units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition.	MXCB	X		0700-1700 daily on non-holiday workdays	Within 1 week of scheduled exercise				
15.3.6.5				Implement policy and guidance IAW AR 5-12.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.3.7			<u>Military Affiliate Radio System (MARS)</u>										
15.3.7.1				Provide auxiliary communications for military, civil, and/or disaster officials during periods of emergency.			X						
15.3.7.2				Assist in effecting normal communications under emergency conditions.			X						
15.3.8			Communications Towers										
15.3.8.1				Maintain common user services communications towers.	MXCB	X		0700-1700 daily on non-holiday workdays		Meet 95% reliability (as defined in IT Metrics)			Inspect annually
15.3.8.2				Provide tenants required space for mission antennas on common-user towers.	MXCB	X		0700-1700 daily on non-holiday workdays					
15.3.8.3				Install, maintain or provide tower modification for mission antennas on common-user towers.			X						
15.3.9			Satellite Communications										
15.3.9.1				Provide satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.			X						
15.3.9.2				Provide access to a Standardized Tactical Entry Point (STEP) and Military Strategic and Tactical Relay (MILSTAR).			X						
15.3.9.3				Provide user representative support, order keys, key instruments, and coordinate support requirements for Iridium.			X						
15.3.9.4				Develop requirements, procure terminals, install equipment, and operate terminals for International Maritime Satellite (INMARSAT).			X						
15.3.10			Service Support										
15.3.10.1				Receive, document, assign, monitor, and close trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
15.3.10.2				Provide local touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
15.3.10.3				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
15.3.10.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less that 24 hours prior to scheduled outage				
15.3.10.5				Process installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	MXCB	X		0700-1700 daily on non-holiday workdays					
15.3.10.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.3.10.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non holiday workdays	Follow-up with corrective action within 2 working days				
15.3.10.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non holiday workdays					
15.3.10.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non holiday workdays					
15.4		Video Teleconference (VTC) Services				B	M						
15.4.1			VTC Studio										
15.4.1.1				Operate and maintain sensitive but unclassified (SBU) and SECRET common user VTC Studio (Schedule, facilitate, and maintain Defense Information Systems Network (DISN) Video Secure Global (DSVG) suite to VTC Studio).	MXCB	X		12 hours/day x 5 days/week, operational 0600-1800 (local time) on non-holiday weekdays. Scheduling and facilitating included		98 % fully operational DVTC circuit(s) and switch(es).		One (1) per installation. Additional VTC(s) if requirements exceed schedule capability	
15.4.1.2				Provide VTC protocol capabilities above H.320 as required.			X						
15.4.2			VTC Bridge										
15.4.2.1				Operate and maintain a VTC Bridge (switch) to allow multiple sessions and multiple users per session.			X						
15.4.3			Mission Specific VTC Service										
15.4.3.1				Provide mission specific SBU and SECRET VTC service as required (e.g., classroom, transportable, command and control, and desktop).			X						
15.4.4			VTC Technical Support										
15.4.4.1				Provide design and installation advice and technical support for VTC.	MXCB	X		0700-1700 daily on non holiday workdays					
15.4.5			Service Support										
15.4.5.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non holiday workdays	Open trouble ticket within 30 minutes of notification				
15.4.5.2				Provide local touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non holiday workdays	Touch labor support within 2 working days of TT				
15.4.5.3				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non holiday workdays	Issue daily Performance Reports				
15.4.5.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less that 24 hours prior to scheduled outage				
15.4.5.5				Process installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	MXCB	X		0700-1700 daily on non holiday workdays					
15.4.5.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non holiday workdays	Surveys sent within 3 working days of work completion				
15.4.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non holiday workdays	Follow-up with corrective action within 2 working days				
15.4.5.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non holiday workdays					
15.4.5.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non holiday workdays					
15.5		Special Purpose Communications Services				B	M						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.5.1			<u>Mag Lines, Field Phone Lines, Range Phones, and Conference</u>										
15.5.1.1				Install and maintain mag lines and dial lines for field units at field drop locations.			X						
15.5.1.2				Install and maintain range/field lines and telephones (CONUS)	MXCB	X		24x7 (less scheduled down time)	Problems corrected within 1 working days	Meet 98% reliability (as defined in IT Metrics)			
15.5.1.3				Install and maintain range/field lines and telephones. (OCONUS)			X						
15.5.1.4				Install and remove telephones for conferences.			X						
15.5.2			<u>Telephone Calling Card Services</u>										
15.5.2.1				Issue and administer commercial (e.g., FTS) telephone calling cards, produce call detail reports, and process reimbursable billings. Monitor calling card usage for abuse.	MXCB	X		0700-1700 daily on non holiday workdays	Issue calling cards within 1 work day of request. Call detail reports due within 5 working days of the end of the month		Conduct annual review and revalidation of assigned calling cards.		Produce monthly report
15.5.2.2				Cost of calling cards			X						
15.5.3			<u>Toll Free Service</u>										
15.5.3.1				Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers.			X						
15.5.4			<u>Multiline Telephone Service</u>										
15.5.4.1				Install and maintain two-line telephones and electronic key systems			X						
15.5.5			<u>Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL)</u>										
15.5.5.1				Install and maintain or provide access to DSL / ADSL lines for services other than Internet access, which will be provided via NIPRNET.			X						
15.5.5.2				Provide local dedicated point-to-point voice and data services.			X						
15.6		<u>Telecommunications Continuity of Operations (COOP) and OPLAN Support Services</u>				B	M						
15.6.1			<u>COOP Administration</u>										
15.6.1.1				Implement and exercise COOP for critical portions of LAN/CAN/ Network Operations Center.	MXCB	X		0700-1700 daily on non-holiday workdays					Exercise COOP annually
15.6.1.2				Prepare, monitor, and evaluate COOPs with supported tenant activity.	MXCB	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
15.6.2			<u>Disaster Recovery</u>										
15.6.2.1				Restore critical network services in event of disaster.	MXCB	X		0700-1700 daily on non-holiday workdays	Restore within 24 hours				
15.6.2.2				Maintain procedures to prepare for recovery of network information from disasters and execute preparatory procedures.	MXCB	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
15.7		<u>Communications Foundational Services</u>				B	M						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
15.7.1			Spectrum Management										
15.7.1.1				Provide a Frequency Spectrum Manager.	MXCB	X							
15.7.2			Long Haul and Commercial Lease Circuits										
15.7.2.1				Order, account for, and administer local and long-haul leased circuits with Defense Information Systems Agency (DISA).	MXCB	X							
15.7.2.2				Plan diverse and/or alternate routing as required.	MXCB	X							
15.7.2.3				Order, account for, and administer local circuits with commercial carriers.	MXCB	X							
15.7.3			Communications Facilities Planning										
15.7.3.1				Plan the maintenance of common user services communications towers and allocate space on those towers.	MXCB	X							
15.7.3.2				Validate and update the number of cable pairs used for cable lease agreements.	MXCB	X							
15.7.3.3				Maintain, turn in for calibration, and update Test Measurement Diagnostic Equipment (TMDE).	MXCB	X							
15.7.3.4				Plan transport requirements for LAN/CAN/WAN	MXCB	X							
15.7.3.5				Engineer telecom closets, outside cable plant (fiber & copper), and inside wiring for minor construction projects. Upgrade and maintain installation telecom standards utilized in solicitation or contractual documents. Provide field evaluation reports on contractor performance.	MXCB	X							
15.7.3.6				Plan and manage circuit installation and maintenance services.	MXCB	X							
15.7.3.7				Develop COOP for critical portions of LAN/CAN/ Network Operations Center.	MXCB	X							
15.7.3.8				Develop plans to restore critical network services in event of disaster.	MXCB	X							
15.7.4			Cellular/PDA Contract Administration										
15.7.4.1				Provide cell phone and pager service contract vehicle.	MXCB	X							
15.7.4.2				Provide wireless PDA contract vehicle	MXCB	X							
15.7.5			Service Level Management										
15.7.5.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	MXCB	X							
15.7.5.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	MXCB	X							
15.7.5.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	MXCB	X							
15.7.5.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	MXCB	X							
15.7.6			IT Metrics										
15.7.6.1				Report the requirements, availability, and performance to support service delivery and capabilities	MXCB	X							
15.7.7			IMA Productivity Management Review										
15.7.7.1				Provide input to the IMA Productivity Management Review	MXCB	X							

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
16.0	Visual Information Processes												
16.1		Foundational Services				B	M						
16.1.1			Foundation Services										
16.1.1.1				Plan for and provide all functions/services authorized on DA 5697	MU1M	X							
16.1.1.2				Plan, evaluate, and review VI requirements and projects. Coordinate, schedule, monitor, and ensure that all VI support suspenses are met.	MU1M	X							
16.1.1.3				Receive and process work orders using Visual Information Automated Management Software (VIAMS) or other work order system.	MU1M	X							
16.1.1.4				Provide Property Book Accountability for VI production equipment and equipment above \$25,000.00 for user VI equipment.	MU1M	X							
16.1.1.5				Provide still photography, graphic arts, audio and video recordings of historical and significant events.	MU1M	X							
16.1.2			Service Level Management										
16.1.2.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	MU1M	X							
16.1.2.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	MU1M	X							
16.1.2.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	MU1M	X							
16.1.2.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	MU1M	X							
16.1.3			VI Metrics										
16.1.3.1				Report the requirements, availability, and performance to support service delivery and capabilities	MU1M	X							
16.1.4			IMA Productivity Management Review										
16.1.4.1				Provide input to the IMA Productivity Management Review	MU1M	X							
16.2		Graphic Arts Services				B	M						
16.2.1			Graphic Self Help										
16.2.1.1				Operate a Media Self-Help Facility.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.2.2			Graphic Arts Support										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
16.2.2.1				Furnish graphics art services and support to include consultation, design, estimate, fabricate, laminate or produce graphic art products, records, information, reports, and statistical data.	MU1M	X		0700-1700 daily on non holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders	95% of Work Orders completed within established time standards (as defined in VI Metrics)		One (1) original and 2 copies up to 16x20	
16.2.2.2				Provide animation capabilities (e.g., 3-D animation, video, etc.).	MU1M	X		0700-1700 daily on non holiday workdays					
16.2.2.3				Provide custom framing and matting for Command Presentations			X						
16.2.2.4				Produce large format graphic images			X						
16.2.2.5				Provide VI displays and exhibits, i.e., fabricate 2 or 3 dimensional objects.			X						
16.3		Photo/Photography Services				B	M						
16.3.1			Photography										
16.3.1.1				Scan, print, and transfer images to/from 35 millimeter (mm) slides and/or film.	MU1M	X		0700-1700 daily on non holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders	95% of Work Orders completed within established time standards (as defined in VI Metrics)			
16.3.1.2				Provide digital photographic services in black & white and color, in studio & field environments.	MU1M	X		0700-1700 daily on non holiday workdays				DA Photo-1 per every 5 years or per significant change (i.e. promotion). GO/Command (down to company level) Photo-10 ea. 8x10 per year or per significant change (i.e. promotion, change of command etc.). Historical occasion/significant event - 1 copy 3x5 per event.	
16.3.1.3				Provide large scale color or black and white printing and plotting above 16"x20".			X						
16.3.1.4				Provide large scale color or black and white printing and plotting with DoD print plant facilities.			X						
16.4		VI Multimedia Services				B	M						
16.4.1			Multimedia										
16.4.1.1				Provide multimedia products and reproduction (maximum limits established locally). Local multimedia products are those that cost less than \$15,000, are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	X		0700-1700 daily on non holiday workdays		95% of Work Orders completed within established time standards (as defined in VI Metrics)		One (1) copy for local products	
16.4.1.2				Provide multimedia products and reproduction. Non-Local multimedia products are those that cost more than \$15,000, are distributed Army wide, and incur direct out of pocket expenses.			X						
16.4.1.3				Outsource portions of multimedia productions (e.g. professional actors, script writers, narrators etc).			X						
16.5		VI Broadcast/Video/Audio Services				B	M						
16.5.1			Television / Broadcast Services										
16.5.1.1				Broadcast Command Channel	MU1M	X		24x7 (less scheduled down time)					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
16.5.1.2				Provide closed-circuit television (CCTV) support to a defined area.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.5.1.3				Provide satellite downlinks.	MU1M	X		24x7 (less scheduled down time)					
16.5.2			Video/Audio										
16.5.2.1				Produce audio tapes.	MU1M	X		0700-1700 daily on non-holiday workdays		95% of Work Orders completed within established time standards (as defined in VI Metrics)		One (1) copy per Work Order	
16.5.2.2				Provide video streaming and multicast.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.5.2.3				Production of 508 compliant products.			X						
16.5.2.4				Provide script preparation.			X						
16.5.2.5				Operate and maintain a video production facility	MU1M	X		0700-1700 daily on non-holiday workdays					
16.5.2.6				Provide local VI video productions. Local video products are those that are less than \$15,000, are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	X		0700-1700 daily on non-holiday workdays				Two (2) copies for local productions	
16.5.2.7				Provide non-local VI video productions. Non- Local video products are those that are greater than \$15,000, are distributed Army wide, and incur direct out of pocket expenses.			X						
16.5.2.8				Research and acquire imagery from internal DoD archives.	MU1M	X		0700-1700 daily on non-holiday workdays	5 day turn around on "simple" work orders and 10 day turn around on "complex" work orders				
16.5.2.9				Research and acquire imagery from outside/commercial sources.			X						
16.5.2.10				Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits. (no copyrighted material).			X						
16.6		VI Media / Equipment Support Services				B	M						
16.6.1			Media / Equipment Services										
16.6.1.1				Provide instruction and briefings in the use of VI systems and instructional technology.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.2				Maintain VI library of applicable media products for loan.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.3				Provide public address system/presentation support (set up, operation, & tear down).	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.4				Conduct orientations and/or brief tours.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.5				Provide VI consultation to customers	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.6				Provide VI equipment loans.	MU1M	X		0700-1700 daily on non-holiday workdays					
16.6.1.7				Install, operate and maintain AV equipment	MU1M	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
17.0	<u>Document Management</u>												
17.1		<u>Freedom of Information Act (FOIA) and Privacy Act (PA) Services</u>				B	M						
17.1.1			<i>Administer Freedom of Information Act (FOIA) and Privacy Act (PA) Services</i>										
17.1.1.1				Coordinate FOIA and PA initial and final responses.	QOIM	X		0700-1700 daily on non-holiday workdays	FOIA responses within 20 working days; PA responses within 10 working days				
17.1.1.2				Maintain database of FOIA and PA requests.	QOIM	X		0700-1700 daily on non-holiday workdays					Update monthly or as dictated by local SOP
17.1.1.3				Prepare FOIA and PA reports/logs.	QOIM	X		0700-1700 daily on non-holiday workdays			Log as received; prepare reports as required		
17.1.1.4				Collect fees for FOIA and deposit payments in accordance with (IAW) AR 25-55, para 5-210.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 30 calendar days to servicing F&A Office				
17.1.1.5				Provide FOIA and PA central control point for the Garrison and supported tenant activities. Ensure strict adherence to legal and regulatory requirements.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.1.1.6				Prepare policy and regulatory guidance for supported activities. Publish local guidance to supplement Army regulation.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.1.1.7				Provide guidance on PA statements and requirements; approve blank forms that collect PA information; review and update PA system notices; approve PA statements for paper and electronic media forms; and prepare and submit requests for new/modified Army systems of records for publication in the Federal Register IAW AR 340-21, para 4-1.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 120 days prior to new system becoming operational				
17.1.1.8				Conduct required annual FOIA training for FOIA Coordinators and PA training for new employees. Provide FOIA/PA training as needed.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 5 work days of request for new employees				Conduct "refresher" training semi-annually
17.2		<u>Records Management</u>				B	M						
17.2.1			<i>Lifecycle of Official Files</i>										
17.2.1.1				Provide records management services and manage the Army Records Information Management System (ARIMS) Program.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.2				Manage the vital records and emergency duplicate files system. Approve files lists.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.3				Operate the records holding area. Maintain list of Records Management Coordinators (RMC) & personnel authorized to access the Records Holding Area (RHA).	QOIM	X		0700-1700 daily on non-holiday workdays	Records Holding - response to requestor within 3 working days.				Update list quarterly
17.2.1.4				Store official records, process records, provide storage boxes, update records storage inventory/location report, and consolidate/ship records transfers. Validate Standard Form (SF) SF135s	QOIM	X		0700-1700 daily on non-holiday workdays					Update inventory/location report monthly
17.2.1.5				Conduct records management evaluations of activities.	QOIM	X		0700-1700 daily on non-holiday workdays					Annually or as directed in local SOP
17.2.1.6				Conduct records searches and management surveys.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.7				Supervise and manage the correspondence program.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.8				Provide advice and assistance with the preparation of correspondence and with ARIMS.	QOIM	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4iM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
17.2.1.9				Facilitate the life cycle management of Army records to include systematic maintenance, retirement to Federal Records Center, and destruction of records (both electronic and manual). Provide consultation on the life cycle management of information contained in automated information systems (electronic record keeping systems) and manual record keeping systems.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.10				Prepare policy and regulatory guidance for supported activities.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.11				Serve as Historical Records Restricted Data Reviewer for the garrison/division.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.1.12				Evaluate requests for non-standard files equipment and supplies. Provide advice and assistance for acquisition and use of these supplies and equipment.	QOIM	X		0700-1700 daily on non-holiday workdays	Respond to requests within 3 working days				
17.2.1.13				Perform Management Information Control Program responsibilities.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.2.2			Office Symbol Management										
17.2.2.1				Perform Office Symbol functions and responsibilities including assigning garrison office symbols and processing office symbol requests.	QOIM	X		0700-1700 daily on non-holiday workdays	Requests processed within 3 working days				
17.2.3			ARIMS Training										
17.2.3.1				Provide ARIMS training classes on files management, correspondence management, forms management, records disposition, records utilization, and RHA management. Provide records management refresher training.	QOIM	X		0700-1700 daily on non-holiday workdays					Conduct "refresher" training semi-annually
17.3		Official Mail and Distribution and Locator Management				B	M						
17.3.1			Mail Service										
17.3.1.1				Perform mail operations functions: standardized address management, deliver/distribute mail, sort mail/distribution, meter official mail, and perform mail accounting. Implement and manage Zip+4.	QOIM	X		0700-1700 daily on non-holiday workdays					Provide sorting of official mail and distribution services with one day turn around on receiving/sending items.
17.3.1.2				Affix postage including First Class Permits, Business Reply, Standard Permits, & United States (US) Postal Service Express. Pickup & delivery of mail to current routes.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform on a daily basis
17.3.2			Mail Service Administration										
17.3.2.1				Provide training of official unit mail clerks and managers for supported activities as requested.	QOIM	X		0700-1700 daily on non-holiday workdays	Provide training to new official unit mail clerks and managers for supported activities within 1 week of request				Conduct "refresher" training semi-annually
17.3.2.2				Provide testing of unit mail room personnel. Score and provide feedback.	QOIM	X		0700-1700 daily on non-holiday workdays					Annually or as directed by local SOP
17.3.2.3				Conduct unannounced or announced inspections of unit mail rooms.	QOIM	X		0700-1700 daily on non-holiday workdays					Inspect mailrooms for on-post customers annually or as directed by local SOP

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
17.3.2.4				Maintain active and inactive file of personnel appointed on DD Form 285 as Unit Mail Clerks and personnel designated to sign for accountable mail.	QOIM	X		0700-1700 daily on non-holiday workdays					Update monthly or as directed in local SOP
17.3.2.5				Provide postage service and metering of mail.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.3.2.6				Track and ensure postage funds are available for mail operations. Request funds through Defense Finance and Accounting System (DFAS) to operate postage meters.	QOIM	X		0700-1700 daily on non-holiday workdays					Monthly or as directed in local SOP
17.3.2.7				Prepare DFAS Charge Back Report.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 5 working days of the end of month				
17.3.2.8				Prepare Expenditure and Reimbursable Postage Report to tenant organizations.	QOIM	X		0700-1700 daily on non-holiday workdays					Monthly or as directed in local SOP
17.3.2.9				Prepare/forward Positive Accountability Postage Administrative System (PAPAS) information.	QOIM	X							
17.3.2.10				Promulgate mail policy and procedures	QOIM	X		0700-1700 daily on non-holiday workdays					
17.3.2.11				Perform mail screening operations at a remote location in accordance with force protection standards.			X						
17.3.2.12				Review unit and activity newsletters to ensure material is approved for official mailing.	QOIM	X		0700-1700 daily on non-holiday workdays	One (1) day turn-around on newsletter review				
17.3.3			Incoming Mail										
17.3.3.1				Process incoming pieces of mail and bulk mail.	QOIM	X		0700-1700 daily on non-holiday workdays	One (1) day turn-around on bulk mail				Provide sorting of official mail and distribution services with one day turn around on incoming items.
17.3.3.2				Maintain PS Form 3801 and unit authorization roster identifying individuals authorized to receive accountable mail for each unit/office.	QOIM	X		0700-1700 daily on non-holiday workdays					Update monthly or as directed in local SOP
17.3.3.3				Process intra-post distribution (shotgun envelopes).	QOIM	X		0700-1700 daily on non-holiday workdays					Provide mail distribution services with one day turn around on intra-post distribution
17.3.3.4				Process United Parcel Service (UPS) and Federal Express (FEDEX) packages.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.3.3.5				Pickup and distribute internal mail and distribution pieces daily for the internal organizational functional activities.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.3.4			Redirect Mail										
17.3.4.1				Process redirect mail.	QOIM	X		0700-1700 daily on non-holiday workdays					Provide sorting of official mail and distribution services with one day turn around on redirected mail
17.3.5			Outgoing Mail										
17.3.5.1				Process all outgoing mail. Sort by account number, class of mail, and weight. Meter mail, place in proper US Postal Service (USPS) mailing containers. Provide consolidated mailings to military installations and others on an opportunity basis.	QOIM	X		0700-1700 daily on non-holiday workdays					Provide sorting of official mail and distribution services with one day turn around for all outgoing mail
17.3.5.2				Process classified messages and publication pieces.	QOIM	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
17.3.6			Post Locator Service										
17.3.6.1				Provide Post Locator Service (organization & telephone # for both military & civilian personnel).	QOIM	X		0700-1700 daily on non-holiday workdays	Provide information within 5 minutes of request				
17.3.6.2				Maintain database. Both the Official Mail and Telephone Operator services share the locator database; however, the primary responsibility for database maintenance rests with mail. The database is updated by SIDPERS transactions. Address information is updated by unit mail clerks and Post Locator personnel	QOIM	X		0700-1700 daily on non-holiday workdays					
17.3.6.3				Serve as the Functional Administrator for Personal Locator (PERSLOC). Request password for unit mail clerks or others requiring access. Provide support for installing and maintaining communications software for accessing PERSLOC.	QOIM	X		0700-1700 daily on non-holiday workdays	New accounts established within 3 working days of request				
17.3.7			Courier Service										
17.3.7.1				Provide courier services to off-post locations when practical and available.			X						
17.4		Copier Management				B	M						
17.4.1			Stand-alone Copier Management										
17.4.1.1				Evaluate requests for self-service copiers. Approve and recommend placement, relocation and consolidation of copiers when required.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 2 work days of request				
17.4.1.2				Perform lease purchase analysis of copiers (DA Form 4951). Assist and advise customers of copier requirements, maintenance, cost-effectiveness (cost per copy), and special rates. Coordinate with manufacturer point of contact (POC) for accurate pricing and specifications. (AR 25-30 and DA Pamphlet [Pam] 25-40)	QOIM	X		0700-1700 daily on non-holiday workdays					
17.4.1.3				Assign approval control numbers and maintain database of requested and approved copiers.	QOIM	X		0700-1700 daily on non-holiday workdays	Assign control numbers within 1 work day				
17.4.1.4				Maintain copier inventory.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform 100% inventory annually
17.4.1.5				Manage copier management support program for copier services (IAW AR 25-30).	QOIM	X		0700-1700 daily on non-holiday workdays					
17.4.1.6				Manage cost-per-copy contract: monitor billing, prepare invoices/reconciliations, coordinate with contracting, etc.	QOIM	X		0700-1700 daily on non-holiday workdays					Prepare invoices/reconciliations monthly
17.4.1.7				Provide copier services with usage fee.			X						
17.5		Forms and Publications Management				B	M						
17.5.1			Forms and Publications Management										
17.5.1.1				Administer the installation publications to include textbooks and distribution, includes establishment of a publication stockroom (IAW AR 5-9) and establishing policies and procedures. Perform printing management and publish Weekly Bulletin.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.2				Provide assistance to customers on accounts, publications, or forms.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.3				Conduct a periodic forms and publications review.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.4				Maintain an inventory and index of forms and publications issued (IAW AR 25-30). Publish the indexes as required.	QOIM	X		0700-1700 daily on non-holiday workdays					Full inventory of forms, update index annually
17.5.1.5				Provide design or modification of local installation forms. Assign local form numbers to DOIM approved forms.	QOIM	X		0700-1700 daily on non-holiday workdays					Support with 5-10 working day turn around (based on size)
17.5.1.6				Process forms requests.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 2 working days				Support with 5-10 working day turn around (based on size)

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
17.5.1.7				Edit and make recommendations on proposed new or revised local publications. Maintain the record copy of local publications.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.8				Insure compliance with Army Readability Program (IAW AR 25-30).	QOIM	X							
17.5.1.9				Develop and maintain a publication training program for stockroom and publications account maintenance personnel.	QOIM	X		0700-1700 daily on non-holiday workdays					Conduct annual training
17.5.1.10				Automate publications & forms to make them available on the internet or intranet. Create pages on the internet or intranet.			X						
17.5.1.11				Manage the installation's DA 12-series publication subscriptions accounts	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.12				Maintain current distribution lists (electronic & master) and process changes.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.13				Establish publications accounts or update and procure publications necessary.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.14				Provide installation paper copy and electronic publications management, provide warehousing of installation publications & forms, manage accountable & sensitive forms, distribute publications & forms, and design & manage locally created forms (DA Pam 25-30).	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.15				Approve and assign local forms and regulations to include electronic generation and duplication. Prepare policy and regulatory guidance for supported activities.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.1.16				Conduct training and surveys.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 1 week of request				
17.5.1.17				Act as Publications Control Officer and Forms Management Control Officer.	QOIM	X		0700-1700 daily on non-holiday workdays					
17.5.2			Installation Directories										
17.5.2.1				Update Installation Telephone Directory (electronic) constantly or as requested. Print telephone directory via local DOIM assets.	QOIM	X		0700-1700 daily on non-holiday workdays					Update as required; print annually
17.5.2.2				Print telephone directory via DoD printing plant facilities.			X						
17.5.2.3				Update the installation staff directory as local policy requires. Print the staff directory using local DOIM assets.	QOIM	X		0700-1700 daily on non-holiday workdays					Update as required; print annually
17.5.2.4				Print the staff directory using DoD print plant facilities or contractors.			X						
17.5.2.5				Update Installation Key Personnel Directory.			X						
17.5.2.6				Provide Military Dependant Child Support Locator Service.			X						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
18.0	<u>Information Assurance</u>												
18.1		<u>DoD Public Key Infrastructure (PKI) Service</u>				B	M						
18.1.1			<u>DoD Public Key Infrastructure</u>										
18.1.1.1				Provide a configurable Medium Grade Service (MGS) for sending and receiving signed and encrypted e-mail and attachments, by utilizing DoD PKI issued user certificates, and interoperable with MGS systems outside the Army domain.	QOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability for access to MSG e-mail (as defined in IT Metrics)			
18.1.1.2				Provide the integration and management of the DoD Public Key Infrastructure (PKI) Service, in compliance with Army and DoD PKI security policies and guidelines.	QOIM	X		24x7 (less scheduled down time)					
18.1.1.3				Provide DoD PKI Services including directory support, registration (operation of Local Registration Authority (LRA) workstations), Certification Authority (CA) functions, interface to related Army systems, hosting of PKI-enabled servers, and required key management services as well as PKI solutions for e-mail, web applications, file transfer, and Virtual Private Networks.	QOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)			
18.1.1.4				Provide PKI authentication for users, devices, and applications to discover and utilize global information services data.	QOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)			
18.1.1.5				Provide technical support and user training.	QOIM	X		0700-1700 daily on non-holiday workdays	New user training within 5 work days of request				Conduct "refresher" training annually
18.1.1.6				Responsible for requesting, receiving, installation, and accountability of PKI MGS certificates.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.2		<u>Communications Security (COMSEC) Service</u>				B	M						
18.2.1			<u>COMSEC Operations</u>										
18.2.1.1				Provide for the accountability of installation COMSEC equipment and material up to the level of TOP SECRET. Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and destruction services for secure telephones (e.g., Secure Telephone Equipment [STE], Secure Telephone Unit [STU]III), all other National Security Agency (NSA) crypto devices (e.g., TACLANe, KIV-7, and KG194), and its associated COMSEC keying material.	QOIM	X		0700-1700 daily on non-holiday workdays					100% accountability of all COMSEC equipment and materials; semi-annual 100% inventory of COMSEC equipment and materials
18.2.1.2				Operate and maintain COMSEC facility.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.2.1.3				Operate and maintain secure communications devices and crypto keys.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.2.1.4				Perform unit level self inspections to assure compliance with AR 380-40 and Technical Bulletin (TB) 380-41	QOIM	X		0700-1700 daily on non-holiday workdays					Conduct semi-annual inspections of units
18.2.1.5				Ensure all reporting suspenses are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents. (A 24-hour response by COMSEC is mandatory).	QOIM	X			Report CCI and COMSEC violations within 24 hours of incident				
18.2.1.6				Store, account, control and destroy all TOP SECRET and North Atlantic Treaty Organization (NATO) COMSEC documents for the installation.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.3		<u>Risk Management/ Accreditation/ Certification Services</u>				B	M						
18.3.1			<u>Vulnerability Assessment</u>										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
18.3.1.1				Provide Security risk Assessment support IAW AR25-1, para 5-10; perform risk analysis of resources, controls, vulnerabilities, threats and the impact of losing systems' capabilities on the mission objective; facilitate decisions to implement security countermeasures or mitigate risk; implement countermeasures; periodically review program.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.3.2			DoD Information Technology Certification and Accreditation Process (DITSCAP)										
18.3.2.1				Manage the DITSCAP process.	QOIM	X		0700-1700 daily on non-holiday workdays					
18.3.2.2				Provide guidance and oversight of DITSCAP accreditation for installation and tenant activities.	QOIM	X		0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 48 hours				
18.4		Information Assurance (IA) Training				B	M						
18.4.1			Information Assurance Certification Program										
18.4.1.1				Monitor and assist in the formal Information Assurance (IA) certification programs for Network Managers and Systems Administrators Information Technology Professionals; training for scanning personnel; and IA workstation/server implementation training/guidelines.	QOIM	X		0700-1700 daily on non-holiday workdays					Refresher training every 3 years for IA professionals
18.5		Foundational Services				B	M						
18.5.1			Service Level Management										
18.5.1.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	QOIM	X							
18.5.1.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISSA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	QOIM	X							
18.5.1.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	QOIM	X							
18.5.1.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	QOIM	X							
18.5.2			IT Metrics										
18.5.2.1				Report the requirements, availability, and performance to support service delivery and capabilities	QOIM	X							
18.5.3			IMA Productivity Management Review										
18.5.3.1				Provide input to the IMA Productivity Management Review	QOIM	X							
18.5.4			Information Assurance Policy										
18.5.4.1				Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance.	QOIM	X							
18.5.4.2				Provide a secure remote access policy for the Installation's network IAW Army, Major Army Command (MACOM), & Local Network Security Policy parameters.	QOIM	X							
18.5.4.3				Establish and publish IA policies IAW AR 25-2	QOIM	X							

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
18.5.5			Resource Management										
18.5.5.1				Report COMSEC and IA resource requirements to the Region.	QOIM	X							
18.5.6			Configuration Management										
18.5.6.1				Represent IA components in the installation Configuration Control Board (CCB).	QOIM	X							
18.5.6.2				Manage IA hardware and software changes.	QOIM	X							

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.0	Automation												
19.1		Mail Messaging/Collaboration (E-mail/DMS) Services				B	M						
19.1.1			E-mail Service										
19.1.1.1				Provide the capability to: send, store, process, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD, and outside of DoD.	QOIM	X		E-mail services 24X7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		Mailbox size 100MB with attachment size determined by local IA policies	
19.1.1.2				Provide e-mail services including directory replication, access to public folders, connector services, internet mail, calendar service, instant messaging, and team folders for threading discussions.	QOIM	X		E-mail services 24X7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email			
19.1.1.3				Provide archiving, searching, and retrieval of e-mail anytime from anyplace.	QOIM	X		E-mail services 24X7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email			
19.1.1.4				Provide host support and accounts management.	QOIM	X		0700-1700 daily on non-holiday workdays	New accounts set up within 2 work days of request				
19.1.1.5				Perform incremental (full information & directory store) backups. Perform full system backups.	QOIM	X		0700-1700 daily on non-holiday workdays					Incremental backups daily. Full backups weekly
19.1.1.6				Monitor hardware storage space.	QOIM	X		0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity.	Perform weekly scan
19.1.1.7				Develop e-mail guidance and procedures.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.1.8				Perform capacity planning for e-mail resources.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.2			Defense Message System (DMS)										
19.1.2.1				Provide the capability for users to compose, format, transmit, and receive formal organizational e-mail messages at individual workstations. Provide classified and sensitive but unclassified (SBU) and classified organizational messaging capabilities.	QOIM	X		E-mail services 24X7 (less scheduled down time)		Meet 99% reliability (as defined in IT Metrics) for email		Mailbox size 100MB with attachment size determined by local IA policies	
19.1.2.2				Operate, maintain, and manage the Local Control Center (LCC)	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.2.3				Install, configure, and maintain DMS servers, software, and other hardware.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.2.4				Provide post offices, delivery systems, and backup and restore capability.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.2.5				Troubleshoot DMS problems. Elevate to next higher level (LCC/Area Control Center (ACC), TNOSC, DISA Network Operations Center [NOC]) via Trouble Ticket if problems cannot be solved locally.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.2.6				Operate, maintain, and manage Certification Authority Workstation (CAW). Process X.509 certificates and create FORTEZZA cards. Post certificates to Directory Information Tree (DIT).	QOIM	X		0700-1700 daily on non-holiday workdays	FORTEZZA cards within 1 working day of request				
19.1.2.7				Process and deliver messages (e.g., Defense Message System [DMS] Message Distribution System [DMDS])	QOIM	X		24x7 (less scheduled down time)					
19.1.3			Directory Services										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.1.3.1				Operate and maintain global directory.	QOIM	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			
19.1.3.2				Design and manage directory synchronizations with other systems.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.1.3.3				Create utilities and scripts to synchronize directory services. Ensure information integrity. Add user functionality. Coordinate actions with other organizations.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform weekly updates of directory services
19.1.4			Local Electronic Messaging Security Guidance										
19.1.4.1				Develop and publish electronic messaging security guidance in conjunction with the Local Network Security Guidance.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform semi-annual review
19.1.5			Security Awareness Training Program for End Users										
19.1.5.1				Establish and execute a security awareness training program for end users of electronic messaging systems.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform semi-annual review of training program. New user training on monthly basis.
19.1.6			Service Support										
19.1.6.1				Receive, document, assign, monitor, and close trouble tickets (TT).	QOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
19.1.6.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	QOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.1.6.3				Provide local touch labor (troubleshooting, repairing, etc.)	QOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.1.6.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	QOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.1.6.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	QOIM	X			Notifications sent no less than 24 hours prior to scheduled outage				
19.1.6.6				Send out customer satisfaction surveys after completion of work.	QOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.1.6.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	QOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.2		Database Administration Services				B	M						
19.2.1			Administration and Maintenance										
19.2.1.1				Perform local database administration for standard database software (e.g. Oracle, Access, Sequel Server, Visual Basic, Sybase, Sybase ASE, Microsoft SQL Server, Informix, LOTUS Notes, SAS, S2K, & M204) to include backups and restorations	QOIM	X		0700-1700 on non-holiday weekdays					Perform weekly backup
19.2.1.2				Develop, field, and support database applications.			X						
19.2.1.3				Perform database builds, reorganizations, maintenance, tuning, backups, restorations, and query design.			X						

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.2.1.4				Perform file transfers (file transfer protocols [FTP's]), loads, downloads, data file manipulation, data archiving, coordination, familiarization, and implementation of actions required. Processing of superscans, driver actions, and updates/changes to unique and standard master files.			X						
19.2.2			Data Warehouses and Data Mining Services										
19.2.2.1				Perform local database administration for data warehouses to include backups and restorations.	QOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)			Perform weekly backup
19.2.2.2				Provide data mining services			X						
19.2.3			Service Support										
19.2.3.1				Receive, document, assign, monitor, and close trouble tickets (TT).	QOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
19.2.3.2				Provide local touch labor (troubleshooting, repairing, etc.)	QOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.2.3.3				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	QOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.2.3.4				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	QOIM	X			Notifications sent no less that 24 hours prior to scheduled outage				
19.2.3.5				Process installation Service Orders (program switch, update assignments, extend service to customer) and repair Trouble Tickets (test, troubleshoot, & repair).	QOIM	X		0700-1700 daily on non-holiday workdays					
19.2.3.6				Send out customer satisfaction surveys after completion of work.	QOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.2.3.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	QOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.3		Desktop/Software Support Services				B	M						
19.3.1			Desktop Software Service										
19.3.1.1				Provide interoperable and integrated standard office automation desktop/server software.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.3.1.2				Provide centrally funded software to all Army users or as part of a standard Army system.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.3.1.3				Perform release management to include commercial software, standard software, beta, site license management, certificate of worthiness, and new system releases.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.3.1.4				Provide the capability to electronically "push" software updates, security updates, vendor patches (service packs, service releases), IAVA's, etc. to end user devices, as well as, servers within the enterprise.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.3.1.5				Maintain accountability for software licenses.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform annual inventory certification
19.3.2			Software / Application Development for All Automation System Types										

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILTY	PERFORMANCE	CAPACITY	WORKLOAD
19.3.2.1				Design, develop, and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries and menus IAW Network Enterprise Technology Command (NETCOM) Standard Information Systems Architecture and Common Operating Environment.			X						
19.3.2.2				Design and develop mainframe applications and bridges to meet local requirements.			X						
19.3.2.3				Plan tests, prepare test data, execute testing, identify, analyze and repair errors and retest an application or module prior to implementation and placing into production.			X						
19.3.2.4				Prepare, update and distribute end-user and/or system operator's manuals that contain the product design and procedures and other relevant information necessary to use and administer the system. Also prepare, update and distribute on-line help facilities, technical manuals, Standing Operating Procedures (SOPs), Instructions on the Army Standard software suite and maintain automation documentation and application software inventory documentation library.			X						
19.3.2.5				Assist users to identify information requirements and develop Statements of Work (SOW) that are consistent with user needs. Provide advice on automating functions, integrating requirements with existing capabilities, communication requirements, control and administration of systems, types of information management systems, operating systems, equipment; infrastructure compatibility. Also provide users with recommended equipment and software lists.			X						
19.3.3			Password Control Management										
19.3.3.1				Issue, maintain, and delete end-user device accounts and passwords.	QOIM	X		0700-1700 daily on non holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
19.3.4			Computers and Peripheral Devices										
19.3.4.1				Acquisiton and life-cycle replacement of end user devices to include computers, printers, lap tops, scanners, and other hardware			X						
19.3.4.2				Installation of end user devices to include computers, printers, lap tops, scanners, and other hardware	QOIM	X		0700-1700 daily on non holiday workdays	Per established schedule				
19.3.5			IT Training										
19.3.5.1				Provide non-Smart Force end user training for standard office automation, MACOM-unique applications, and other software/hardware configuration implementation projects.			X						
19.3.6			Service Support										
19.3.6.1				Receive, document, assign, and monitor trouble tickets (TT).	QOIM	X		0700-1700 daily on non holiday workdays	Open trouble ticket within 30 minutes of notification				
19.3.6.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	QOIM	X		0700-1700 daily on non holiday workdays	Process Service Orders in 30 minutes or less				
19.3.6.3				Provide local touch labor (installing, troubleshooting, repairing, etc.)	QOIM	X		0700-1700 daily on non holiday workdays	Touch labor support within 2 working days of TT				
19.3.6.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	QOIM	X		0700-1700 daily on non holiday workdays	Issue daily Performance Reports				
19.3.6.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	QOIM	X			Notifications sent no less that 24 hours prior to scheduled outage				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.3.6.6				Send out customer satisfaction surveys after completion of work.	QOIM	X		0700-1700 daily on non holiday workdays	Surveys sent within 3 working days of work completion				
19.3.6.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	QOIM	X		0700-1700 daily on non holiday workdays	Follow-up with corrective action within 2 working days				
19.3.6.8				Provide bills/invoices to customers for services received on a monthly basis.	QOIM	X		0700-1700 daily on non holiday workdays					
19.3.6.9				Receive (monthly) payment from customers for reimbursable services.	QOIM	X		0700-1700 daily on non holiday workdays					
19.4		Web Server and Web Access Services				B	M						
19.4.1			Web Hosting										
19.4.1.1				Host and administer web servers.	QOIM	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			Perform weekly backup of web servers
19.4.1.2				Provide a formal web application change management process to deploy and maintain web sites, portals, web pages, and customized applications	QOIM	X		0700-1700 daily on non holiday workdays					
19.4.1.3				Monitor web pages and applications for security and standards compliance and verify that user developed web pages follow regulations (508 and Department of Defense [DoD] web policy).	QOIM	X		0700-1700 daily on non holiday workdays					Perform monthly scan for compliance
19.4.1.4				Monitor systems for disk usage, disk performance, and system performance.	QOIM	X		0700-1700 daily on non holiday workdays				Free disk space should be greater than 20% of disk capacity.	Perform weekly scan
19.4.1.5				Configure operating system and web application services.	QOIM	X		0700-1700 daily on non holiday workdays					
19.4.1.6				Manage user access controls	QOIM	X		0700-1700 daily on non holiday workdays	New accounts within 2 working days of request				
19.4.1.7				Apply current operating system patches, as well as, security patches.	QOIM	X		0700-1700 daily on non holiday workdays	Within 2 hours of receipt				
19.4.1.8				Ensure Information Assurance incidents are reported, e.g., registry hacks.	QOIM	X		24x7 (less scheduled down time)	Within 2 hours of receipt				
19.4.2			Web Site and Web Page Development and Maintenance										
19.4.2.1				Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.			X						
19.4.2.2				Design, develop, and maintain web pages using standard programming languages.			X						
19.4.2.3				Provide web master services.			X						
19.4.3			Web Application Development										
19.4.3.1				Develop, deploy, and maintain web based applications.			X						
19.4.4			Proxy, Caching, and Web Filtering Service										
19.4.4.1				Maintain, update and operate web site/page monitoring and filtering systems IAW applicable laws and regulations.	QOIM	X		24x7 (less scheduled down time)					
19.4.4.2				Operate and maintain web proxy servers.	QOIM	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			
19.4.4.3				Monitor web proxy cache hit rate / disk usage daily performance.	QOIM	X		0700-1700 daily on non holiday workdays					Perform daily scan
19.4.5			Service Support										
19.4.5.1				Receive, document, assign, and monitor trouble tickets (TT).	QOIM	X		0700-1700 daily on non holiday workdays	Open trouble ticket within 30 minutes of notification				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.4.5.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.	QOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.4.5.3				Provide local touch labor (troubleshooting, repairing, etc.)	QOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.4.5.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	QOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.4.5.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	QOIM	X			Notifications sent no less that 24 hours prior to scheduled outage				
19.4.5.6				Send out customer satisfaction surveys after completion of work.	QOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.4.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	QOIM	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.4.5.8				Provide bills/invoices to customers for services received on a monthly basis.	QOIM	X	X	0700-1700 daily on non-holiday workdays					
19.4.5.9				Receive (monthly) payment from customers for reimbursable services.	QOIM	X	X	0700-1700 daily on non-holiday workdays					
19.5		File, Print & Mission Server Support Services				B	M						
19.5.1			Server Administration										
19.5.1.1				Provide system administration and operating system support for file, print, and common user application servers, server farms/banks.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.2				Provide and install hardware, operating system, and software for file, print, and common-user applications servers, and server farms/banks.	QOIM	X		0700-1700 daily on non-holiday workdays	Per established schedule				
19.5.1.3				Support installation level, DA and DoD standard systems designated for centralized installation support IAW Computer System Configuration Baseline (CSCB)	QOIM	X		0700-1700 daily on non-holiday workdays					Perform weekly backup
19.5.1.4				Install security Information Assurance Vulnerability Alert (IAVA) patches on all servers and test and verify system is not adversely affected by patch.	QOIM	X		24x7 (less scheduled down time)	Within 2 hours of receipt of notification				
19.5.1.5				Create shared folders on a common server drive to enable a group of employees to share and work on same files.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.6				Perform security checklists on operating systems and system backups for each server.	QOIM	X		0700-1700 daily on non-holiday workdays					Perform weekly backup
19.5.1.7				Monitor system logs, security logs, and application logs.	QOIM	X		0700-1700 daily on non-holiday workdays					At least once daily
19.5.1.8				Provide Microsoft Active Directory organizational unit (OU) administration	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.9				Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares)	QOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)		Free disk space should be greater than 20% of disk capacity.	Perform weekly backup and weekly scan
19.5.1.10				Provide domain administration and service support for primary and backup domain controllers (PDC & BDC). (Login to network and operating system)	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.11				Manage dynamic allocation of internet protocol (IP) address space.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.12				Assign and maintain IP address database using DHCP or Static IP Addressing.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.13				Maintain DNS tables and update tables. Maintain records of registered DNS registrations and set standard naming conventions for DNS registrations.	QOIM	X		0700-1700 daily on non-holiday workdays					

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.5.1.14				Develop and modify IP Assignment Schema.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.15				Provide Domain Name Server (DNS) services that include the address resolution of Uniform Resource Locator (URL) to IP addresses.	QOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)			Perform weekly backup
19.5.1.16				Install, configure, and maintain DNS servers.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.5.1.17				Maintain WINS server for windows networking name resolution.	QOIM	X		0700-1700 daily on non-holiday workdays		Meet 98% reliability (as defined in IT Metrics)			Perform weekly backup
19.5.2			Mission-Specific Server Administration										
19.5.2.1				System Administration for mission-specific servers			X						
19.5.2.2				Provide and install hardware, operating system, and software for mission-specific servers.			X						
19.5.2.3				Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements			X						
19.5.3			Other Servers										
19.5.3.1				Operate, maintain, and administer PDA, SMS (system management server), Streamed Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.			X						
19.5.4			Printer Support										
19.5.4.1				Configure network printers.	QOIM	X		0700-1700 daily on non-holiday workdays	Within 3 hours of request				
19.5.5			Service Support										
19.5.5.1				Receive, document, assign, and monitor trouble tickets (TT).	QOIM	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
19.5.5.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	QOIM	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.5.5.3				Provide local touch labor (troubleshooting, repairing, etc.)	QOIM	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.5.5.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	QOIM	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.5.5.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	QOIM	X			Notifications sent no less than 24 hours prior to scheduled outage				
19.5.5.6				Send out customer satisfaction surveys after completion of work.	QOIM	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.5.5.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	QOIM	X		0700-1700 daily on non holiday workdays	Follow-up with corrective action within 2 working days				
19.5.5.8				Provide bills/invoices to customers for services received on a monthly basis.	QOIM	X		0700-1700 daily on non holiday workdays					
19.5.5.9				Receive (monthly) payment from customers for reimbursable services.	QOIM	X		0700-1700 daily on non holiday workdays					
19.6		Data Network Services				B	M						
19.6.1			External Networks										
19.6.1.1				Provide connection to external networks, to include but not limited to: NIPRNET, SIPRNET, Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), Army Reserve Network (ARNET), Army National Guard Network (GUARDNET), Defense Research Engineering Network (DREN), Simulations Network (SIMNET), and Army intranets within existing capability.	MXCB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.		NIPRNET circuit utilization < 80% between 0700 and 1700 (local time) (155Mbps or greater) SIPRNET circuit utilization < 80% between 0700 and 1700 (local time) (1.5Mbps or greater)	Daily system files backup, weekly data backup. Required end user buildings IAW I3A
19.6.1.2				Provide additional network requirements beyond existing capabilities			X						
19.6.2			Virtual Private Network (VPN)										
19.6.2.1				Configure, implement and maintain VPNs for remote connections			X						
19.6.3			Coalition WAN										
19.6.3.1				Provide Coalition WAN service.			X						
19.6.4			Local Area Network (LAN) and Campus Area Network (CAN)										
19.6.4.1				Provide connectivity and operate SBU LAN between computers and associated devices for a specific user group within a small geographic area (within a building or several buildings). The LAN provides data communications, sharing of network attached devices (servers, computers, printers, plotters, disk drives, etc.), and sharing of data (software programs and files).	MXCB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.			Required end user buildings IAW I3A
19.6.4.2				Provide SBU LAN network expansion			X						
19.6.4.3				Provide connectivity and operate SBU CAN between LANs and computer resources within a limited geographic area. The CAN provides backbone transport across the network (including switching, routing, firewall, and web proxy & caching), sharing of computer resources, and access to the Wide Area Network (WAN), other Army networks, and the top level architecture (TLA).	MXCB	X		24x7 (less scheduled down time)		At least 98% operational installation data network.			Required end user buildings IAW I3A
19.6.4.4				Provide SBU CAN network expansion			X						
19.6.4.5				Provide CAN and LAN classified user connectivity.			X						
19.6.5			Remote Dial-in Service (e.g., Terminal Server Access Controller System [TSACS]) & Terminal Server Services										
19.6.5.1				Provide and manage TSACS and Terminal Server access.	MXCB	X		24x7 (less scheduled down time)		Meet 98% reliability (as defined in IT Metrics)			

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.6.5.2				Request, distribute, administer, and monitor usage of TSACS accounts.	MXCB	X		0700-1700 daily on non-holiday workdays					Monthly report of TSACS accounts
19.6.5.3				Issue, maintain, and delete TSACS accounts (user ID and PIN).	MXCB	X		0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis			One (1) per authorized TSACS account holder	
19.6.6			Wireless LAN and Computer										
19.6.6.1				Provide LAN and computer service via wireless technology.			X						
19.6.7			Network Management										
19.6.7.1				Monitor the limited geographic CAN and LAN by utilizing enterprise management software to monitor network performance, analyze network activity, and maintain a high level of network availability. Perform network discovery and conduct fault analysis.	MXCB	X		24x7 (less scheduled down time)					
19.6.7.2				Conduct real-time events management on critical network infrastructure and monitor critical services.	MXCB	X		24x7 (less scheduled down time)					
19.6.7.3				Provide network utilization reports.	MXCB	X		0700-1700 daily on non-holiday workdays					Produce weekly utilization report
19.6.7.4				Manage network equipment/software to include configuration management and capacity management.	MXCB	X		0700-1700 daily on non-holiday workdays					
19.6.7.5				Install and maintain network equipment.	MXCB	X		0700-1700 daily on non-holiday workdays					
19.6.7.6				Troubleshoot and repair system problems involving Fixed Tactical Internet support and digital service range support.			X						
19.6.7.7				Upgrade network components.	MXCB	X		0700-1700 daily on non-holiday workdays					
19.6.8			Password Control Management										
19.6.8.1				Issue, maintain, and delete network accounts and passwords	MXCB	X			Issue accounts within 3 work days of request; delete accounts on weekly basis				
19.6.9			Service Support										
19.6.9.1				Receive, document, assign, and monitor trouble tickets (TT).	MXCB	X		0700-1700 daily on non-holiday workdays	Open trouble ticket within 30 minutes of notification				
19.6.9.2				Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements	MXCB	X		0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.6.9.3				Provide local common-user LAN and CAN touch labor (troubleshooting, repairing, etc.)	MXCB	X		0700-1700 daily on non-holiday workdays	Touch labor support within 2 working days of TT				
19.6.9.4				Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	MXCB	X		0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
19.6.9.5				Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation.	MXCB	X			Notifications sent no less that 24 hours prior to scheduled outage				

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.6.9.6				Send out customer satisfaction surveys after completion of work.	MXCB	X		0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.6.9.7				Review and analyze customer satisfaction surveys and initiate follow-up and corrective action..	MXCB	X		0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.6.9.8				Provide bills/invoices to customers for services received on a monthly basis.	MXCB	X		0700-1700 daily on non-holiday workdays					
19.6.9.9				Receive (monthly) payment from customers for reimbursable services.	MXCB	X		0700-1700 daily on non-holiday workdays					
19.6.9.10				Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)			X						
19.7		Network SecurityServices				B	M						
19.7.1			Defense In Depth for the Total Network										
19.7.1.1				Plan, implement, and manage a Defense In Depth for the total network and/or enclaves within the network to include such items as: host and network intrusion detection, firewalls, proxy servers, desktop and server anti-virus programs, vulnerability scanning, content filtering, remote dial-in protection, and Defense Information Technology Security Certification and Accreditation Program (DITSCAP), DoD Instruction 5200.40, accreditation guidance and advice IAW AR 25-2 and IA Best Business Practices (BBP's)	QOIM	X		0700-1700 daily on non-holiday workdays	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection	Meet 99.9% reliability (as defined in IT Metrics)			Perform vulnerability scan daily
19.7.1.2				Manage the Information Security (INFOSEC) Program and provide guidance (e.g., Information System Security Plan).	QOIM	X		0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 48 hours				
19.7.2			Installation Network Security DMZ Service										
19.7.2.1				Provide an installation network security DMZ to protect installation assets, to include life cycle management of Information Assurance enclave devices.	QOIM	X		24x7 (less scheduled down time)		Meet 99.9% reliability (as defined in IT Metrics)			
19.7.2.2				Maintain firewall configurations and alerts; monitor attacks; and review audit logs.	QOIM	X		24x7 (less scheduled down time)	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				Review audit logs daily; report anomalies to Systems Administrator
19.7.3			Information Assurance Vulnerability Alert (IAVA)										
19.7.3.1				Manage the IAVA program for all installation and tenant activities.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.7.3.2				Institute procedures for anti-virus system maintenance, virus detection, contact received from the Regional Computer Emergency Response Team (RCERT), incoming RCERT advisories or patches, and locally owned RealSecure detection.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.7.3.3				Perform network or workstation scans and compile vulnerability reports to facilitate corrections.	QOIM	X		0700-1700 daily on non-holiday workdays	Vulnerability reports forwarded up the CERT chain as detected				Perform Network and workstation scans daily

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.7.3.4				Establish and execute the monitoring/reporting program IAW AR 380-53.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.7.3.5				Detect and report malicious and unauthorized activities.	QOIM	X		24x7 (less scheduled down time)	Detect and report malicious/unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				
19.7.4			IA Inspection Program										
19.7.4.1				Perform IA oversight and inspections of IA Program.	QOIM	X		0700-1700 daily on non-holiday workdays					
19.8		ADP & Network Continuity of Operations (COOP) & OPLAN Support Services				B	M						
19.8.1			COOP Administration										
19.8.1.1				Implement and exercise COOP for critical portions of the automation infrastructure.	QOIM	X		0700-1700 daily on non-holiday workdays					Exercise COOP annually
19.8.1.2				Prepare, monitor, and evaluate COOP with each DOIM supported tenant activity.	QOIM	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
19.8.2			Disaster Recovery										
19.8.2.1				Restore critical automation services in event of disaster.	QOIM	X		0700-1700 daily on non-holiday workdays	Restore within 24 hours				
19.8.2.2				Maintain procedures to prepare for recovery of information from disasters and execute preparatory procedures.	QOIM	X		0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
19.9		ADP & Network Foundational Services				B	M						
19.9.1			Administration and Maintenance										
19.9.1.1				Maintain data base of all installation IT plant-in-place drawings	QOIM	X							
19.9.1.2				Procure, install, administer, and monitor software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system.	QOIM	X							
19.9.2			Service Level Management										
19.9.2.1				Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development.	QOIM	X							
19.9.2.2				Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times.	QOIM	X							
19.9.2.3				Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers.	QOIM	X							

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT		List of Directorate of Information Management (DOIM) Service Level Agreement (SLA) /Operational Level Agreement (OLA) C4IM services.			ACSIM Baseline			PERFORMANCE MEASURES					
SERVICE #	SERVICE_NAME	SSP	FUNCTION	TASKS	MDEP	BASELINE	MISSION	AVAILABILITY	RESPONSE TIME	RELIABILITY	PERFORMANCE	CAPACITY	WORKLOAD
19.9.2.4				Conduct financial analyses to determine total costs of services provided through the use of Activity Based Costing (ABC). Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions.	QOIM	X							
19.9.3			IT Metrics										
19.9.3.1				Report the requirements, availability, and performance to support service delivery and capabilities	QOIM	X							
19.9.4			IMA Productivity Management Review										
19.9.4.1				Provide input to the IMA Productivity Management Review	QOIM	X							
19.9.5			IT Planning										
19.9.5.1				Plan, define, and integrate the interdependencies of various IT programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison.	QOIM	X							
19.9.5.2				Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements.	QOIM	X							
19.9.5.3				Provide support for the Installation Information Infrastructure Modernization Program (I3MP) (e.g. site surveys, data calls).	MU2Z	X							
19.9.5.4				Sponsor and convene the local Information Management Support Council (IFSC) IAW DA Pam 25-1-1	QOIM	X							
19.9.5.5				Develop COOP for critical portions of the automation infrastructure.	QOIM	X							
19.9.5.6				Develop plans to restore critical automation services in event of disaster.	QOIM	X							
19.9.6			IT Training										
19.9.6.1				Provide classroom facility and support for System Administrator/Network Manager training as required.	QOIM	X							
19.9.6.2				Provide training, written guidance, and conferences for Information Management Officers (IMOs) and others.	QOIM	X							
19.9.7			Engineering Data Management Support										
19.9.7.1				Maintain one of the Army systems for managing and storing engineering drawings (e.g., Joint Engineering Data Management and Control System).	QOIM	X							
19.9.7.2				Property accountability for network equipment.	QOIM	X							
19.9.7.3				Provide access to equipment maintenance contracts.	QOIM	X							